
Introduction

This user guide provides basic information on setting up and running Call Tracking. It also includes an example to assist you in setting it up for a real time monitoring session. In order to ensure optimum operation of this application, read the material in this user guide before attempting to run Call Tracking.

Overview

Call Tracking is the MAT call monitor and alarm program. Its graphs indicate trends and provide displays of unusual calls enabling you to adjust your equipment and services to maximize your resources. Call Tracking monitors and displays information output from the Meridian 1, accumulates the data and displays the information in different formats in its graphical displays.

Call Tracking consists of several graphical displays which list your monitored call data. Each of these is a separate window or dialog which displays the call information in a unique format.

The main window is the background for these graphical display windows. The commands in its main window provide you with the overall functions of these graphical displays.

Call Tracking also provides alarm generating functions which can be set up to warn you of unusual calling patterns. This is useful in the quick detection of unauthorized telephone calls that occur with toll fraud. You can define multiple alarm templates to detect different calling patterns including: calls exceeding a certain duration; calls made at unusual times; and toll calls. Call Tracking can also be configured to output different types of alarms including: visible and audible alarms on your PC; remote paging; facsimile alarms; and network reported alarms.

About this user guide

This user guide is intended to provide you with an introduction to Call Tracking as well as an overview of its major functions and graphical displays. It includes an example to demonstrate how to initiate a real time connection and start a call monitoring session.

This user guide does not discuss each Call Tracking function and command in detail. It only discusses the major functions and how they are accessed. For detailed information on each Call Tracking function, use on-line Help either directly or via its index and word-search functions. While running Call Tracking, you can obtain context-sensitive help on any topic you require by simply clicking **Help** from a specific dialog or window.

Conventions used in this manual

This manual uses the following terms:

- *Computer system* refers to the hardware and software of an IBM-PC™ or 100% compatible PC.
- *Windows* refers to Microsoft Windows 95™.
- *Mouse* refers to any standard PC pointing device. Common mouse actions include *point*, *click* and *double-click*.
- Standard Windows terminology includes: *icon*, *window*, *dialog box* (or *dialog*) and *menu*.
- Angle brackets denote a single keyboard key. For example, <Esc> denotes the Escape key, labeled Esc on PC keyboards. Angle brackets with multiple keys denote keyboard keys to use simultaneously. For example, <Ctrl-Alt-Del> denotes the key sequence for rebooting a PC.
- **This font** is used to designate buttons, menu choices and information you are to enter.